






Mayor's Action Center
Service Level Attainment Compliance
March 2011

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				
Top 5 Service request	Chuckhole (5,141)	Animal (1,806)	Trash (1,240)	Abandoned Vehicle (712)	Street Count (288)